

BUSINESS COMMUNICATIONS II

State Competency Test Study Hints for Teachers

Percent of Text covering Core Standards

Standard 1	7%
Standard 2	6%
Standard 3	19%
Standard 4	13%
Standard 5	23%
Standard 6	21%
Standard 7	11%

Letter of Application = Application Letter

Mailable copy = Perfect, Without Errors

Internal Customer = Co-workers or anybody inside the business

Types of Resumes

Chronological Contemporary Elegant

The three main parts of the **delivery** of an oral presentation are

1. Vocal qualities,
2. Nonverbal communication
3. visual aids

C's that promote goodwill

Courteous

Concise

Complete

We understand that different books use different terminology if you have any questions or suggestions please e-mail them to us.

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